

georgia.govSM Content Management Service

The right message at the right time.



Content is at the core of your business. This is why GTA developed the georgia.gov Content Management Service, which provides an efficient, cost-effective, and powerful way to create and manage information for your agency's Web site and applications. Our solution helps to increase the success of your online initiatives by delivering the right information in real-time, while also helping to decrease your costs through fast and efficient deployment and cost effective management of agency information by business owners.

In control with georgia.govSM Content Management

Because georgia.gov Content Management Service is template driven, you can focus your agency's resources on content and structure rather than code. In addition, because all templates developed for georgia.gov Content Management Service are available for use by all agencies, a foundation for your agency's Web site may already exist.

Benefits of Using georgia.govSM Content Management Service

- Agency content owners can publish content with less help from technical support.
- Technical staff have more time to focus on development rather than on routine content maintenance.
- Non-technical content providers can create content quickly using the built-in html editor.
- Staff can securely access and update their content 24x7 via the internet.
- Updates to content can occur in real time.
- Release of new content and expiration of old content can be scheduled.
- Content can be previewed before it goes live and if needed to display in multiple ways, it only has to be entered once.
- georgia.gov contact center can relieve agency personnel of responding to common constituent questions and requests for assistance.
- Your agency will have an easy to remember georgia.gov URL.
- Your agency can become part of Georgia's trusted e-government brand, designed as a result of extensive market and constituent research.

Service Architecture

The georgia.gov Content Management Service's flexible architecture enables your Web solution to operate seamlessly with existing applications while scaling to accommodate the highest traffic conditions. Built upon proven, industry recognized hardware and software solutions, georgia.gov Content Management Service will provide the flexibility and scalability your agency and your constituents require.

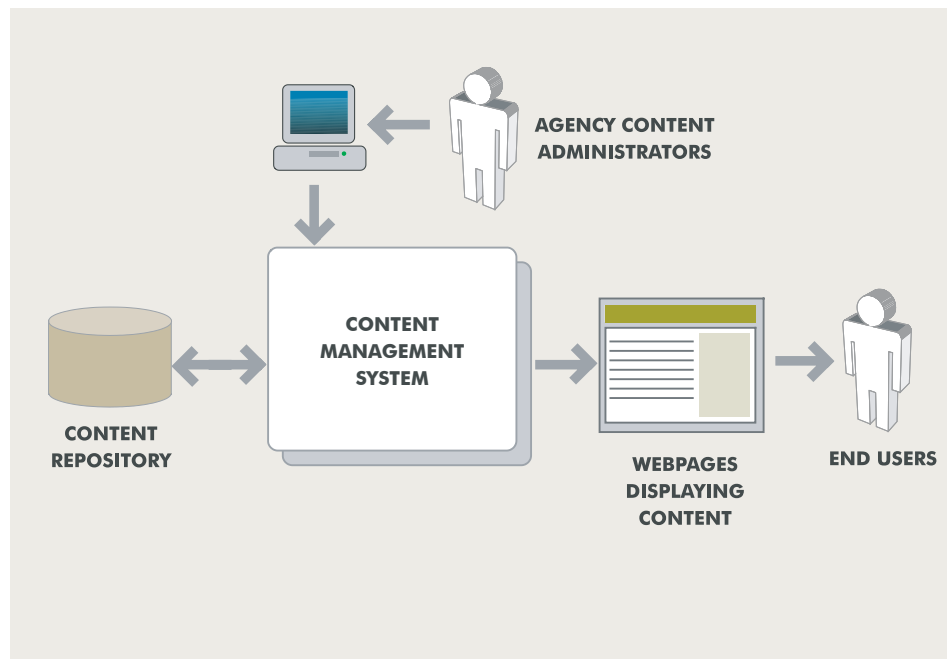
Other georgia.gov Services that can be used with the georgia.gov Content Management Service:

- The georgia.gov Payment Processing Service offers you a full suite of payment processing options for your applications, including an enterprise payment engine with a dedicated secure connection to the State of Georgia approved payment processor and the administrative and reporting functions your accounting office needs to reconcile its books.
- The georgia.gov Application Hosting Service supports the next generation of your agency's application. The georgia.gov application hosting environment is specifically designed to host e-Government applications and ensures the security, integrity, and availability of your agency's services.
- The georgia.gov Interactive Voice Response (IVR) and Speech Recognition Service allows you to extend your applications to work over the telephone, reaching a significantly larger audience for your important services.*

* Currently, this service only available in conjunction with georgia.gov Application Hosting Service.

As a customer of the georgia.gov Content Management Service, you are entitled to all existing functionality and new functionality as it is added.
Current features include:

- Predefined templates - utilize existing templates to support the structure of a typical agency Web site.
- HTML editors - create web content without knowing HTML by using the built in HTML editor. It is as simple as cutting and pasting from Microsoft Word.
- Predefined taxonomy - use a predefined structure to organize your content, enabling customers to find information easily and consistently.
- Georgia.gov look and feel - use Georgia's trusted e-government brand designed as a result of extensive market and constituent research.
- Training and implementation assistance - receive on-site training and implementation assistance to ensure successful completion of your initial georgia.gov Web site initiative.
- Style guide - use the georgia.gov Style guide, a detailed document defining how to structure your web content and applications.
- Search engine - use the georgia.gov search engine, a robust state of the art search engine to ensure that your customers find the information they need.
- Pre-deployment quality assurance and testing - receive pre-deployment testing services that include a spell check of your web content, link checking and a review for content completeness.



Content Managment work flow.

georgia.gov™

For more information, Please contact your GTA Account Manager or e-mail joining@gtga.ga.gov.